

# Quick Tips Guide

## > Electricity and gas

You can see more about your energy usage (both electricity and gas) by selecting an option from the **Menu**, or touching the dial or gas flame.

### HOURS

Your hourly energy use for today. You can see this in terms of energy (kWh) or cost (£) – to switch between cost per hour and kWh press on the cost or kWh value in the right-hand side of the screen.

Tap any row to show the consumption or cost, for a particular hourly period.

### DAYS, WEEKS AND MONTHS

A visual representation of energy use over the past nine days, six weeks or 14 months, with the period of highest energy or cost highlighted.

In cost views if a Target has been set (see **Settings > Target**), performance against a Target is shown. The areas shaded in RED show where over-target energy has been used.

## > Technical specifications

The Display is designed to be used indoors in a domestic environment. It is not suitable for outdoor use. It is intended to be installed and configured by a qualified installer only.

Model	Trio Touchscreen
Supply voltage	230V, 50Hz
Operating voltage	5Vdc
Operating power	< 0.6W
Operating temperature	0 to 40°C
Operating humidity	0 to 85% non-condensing

More detailed information on the Smart Display is available online at [www.utilita.co.uk/help](http://www.utilita.co.uk/help)

## > Troubleshooting

### MY SMART DISPLAY ISN'T SHOWING ANY INFORMATION

If your Smart Display shows Awaiting Data, or there is no Meter signal symbol  (also known as the Home Area Network symbol) in the banner bar, this could be because your Smart Display is out of range and unable to communicate with your smart meter. Try moving your Smart Display closer to your smart meter. If problems persist, please get in touch.

### MY SMART DISPLAY IS MAKING A NOISE

The Display has a built in speaker which is used to notify you of alerts and messages. You can adjust the volume, and turn off/on the different sounds via the **Settings** page.

### WHY IS THE SYSTEM STATUS SCREEN SHOWING A WIFI ERROR?

The WiFi module is an option on the Smart Display and may have been supplied by the utility provider or network operator. When the System Status screen shows the WiFi symbol in red or amber, then this means one of the following:

- ✓ The monitor is out of range of the WiFi network or it is not available – try moving closer to the access point or router.
- ✓ The security details for the configured WiFi network have changed since they were setup.
- ✓ The monitor's details have been actively blocked by the WiFi network.
- ✓ The monitor is running on batteries – the WiFi module does not function when running on batteries.

### MY DISPLAY IS BLANK OR HAS SWITCHED ITSELF OFF

The Display backlight may have turned itself off to save power, press one of the touch buttons or touch the screen to switch it back on. This setting can be changed under **Settings**.

If you are using batteries to power the Display, the batteries may have gone flat. The battery icon  will be shown when operating on battery power. The running time is four hours. Reconnect to the mains adaptor or replace the batteries.

We recommend that the Smart Display is powered continuously using the power supply provided.

### Manufacturer

Designed and manufactured by:  
Green Energy Options Ltd.  
3 St. Mary's Court  
Main Street  
Hardwick  
Cambridge  
CB23 7QS  
UK

Hereby, Green Energy Options Ltd. (UK) declares that the radio equipment enclosed (identified by the product type numbers on the product label) are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available online at [www.geotogether.com/cedoc](http://www.geotogether.com/cedoc)

Version 2.0

Utilita Energy Limited Copyright 2020  
Registered in England & Wales, Company Number 04849181, Regulated by Ofgem  
Utilita Energy Limited, Hutwood Court, Bournemouth Rd, Chandler's Ford, Eastleigh SO53 3QB



**utilita**   
life with power

The Smart Display will connect to your electricity and/or gas smart meter to show your energy usage and spend.

Please read the important safety notice overleaf before using your Smart Display.

## Setting up

### CONNECTING THE POWER SUPPLY

Connect the power supply to your Smart Display. Your Display will turn on automatically when you plug it into the mains. We recommend leaving your Display connected to the power supply.

You can configure the screen on the Display to dim or switch off at certain times of the day. (See **Settings > Display**)

The power supply has been made exclusively for the Smart Display and must not be used with other devices.

### USING BATTERIES

Your Display can also be used with 3 x AAA non-rechargeable batteries.

Remove the back cover and insert the batteries, as marked on the inside case. Reattach the back cover and the Display will show the battery symbol  at the top of the screen.

We recommend powering the Display with the supplied power supply and to not use batteries for a prolonged period.

### SMART METER CONNECTION

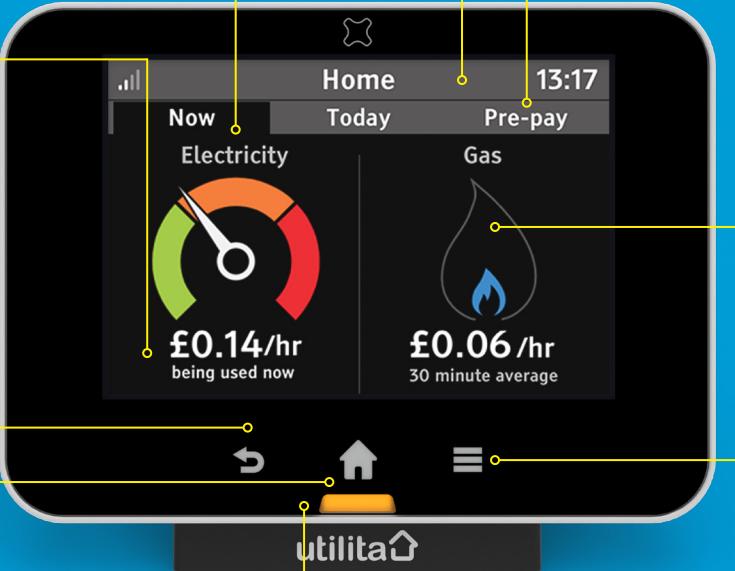
Each time the Display is turned on it will show **Connecting...** while establishing a connection. This can take up to five minutes.

It may take up to one hour after the initial setup for the gas usage to show on the screen.

## Overview of the touchscreen

The left of the screen shows the current rate of electricity usage. As appliances and lights are switched on and off, the needle will move.  
Tap the dial to go to the **Electricity History**.

Your energy usage is shown as cost per hour by default. Tapping here will change this to kWh instead.



The banner bar allows you to check the smart meter(s) signal strength and time.

Touch to move between Now, Today and Pre-pay (if applicable) tabs.

The flame shows the recent rate of gas usage. Tap the flame to go to **Gas History**.

Press  to return to the previous screen.

Press  to return to the **Home** screen.

The LED at the bottom of the monitor shows your electricity usage (**GREEN** for low, **AMBER** for medium or **RED** for high).

**IF YOU ONLY HAVE A GAS SMART METER, THEN THE ELECTRICITY DIAL IS NOT SHOWN**

## Menu

The main menu is available from any screen. To select it, touch the  button at the bottom of the screen.

### PRE-PAY (PAY AS YOU GO CUSTOMERS ONLY)

Top-up your current balance, activate Emergency Credit, view your top-up history and adjust the low credit setting.

### ELECTRICITY/GAS USAGE HISTORY

Detailed information on the electricity and gas usage shown by hours, days, weeks or months.

### SYSTEM STATUS

Quick indicator of whether the system is working OK (GREEN) or if there is something that needs attention (AMBER or RED).

### METER BALANCE

Information on the current balance of energy used for both electricity and gas.

### TARIFFS

Displays the electricity and gas tariffs, and any standing charge (if applicable).

### MONEY OWED (PAY AS YOU GO CUSTOMERS ONLY)

Outstanding money owed will be outlined with a breakdown of the charges and recovery rate.

### INBOX

View messages received from Utilita. New messages will be shown on the **Inbox** screen automatically.

### METERS

Information on your electricity or gas meter and the current meter readings.

### SUPPORT

Visit [www.utilita.co.uk/help](http://www.utilita.co.uk/help)

### SETTINGS

Personalise your Smart Display within the **Settings** screen.